

Inland
Empire
Health
Plan



Presented by Vicki Cuscino







Local Plan Difference

- **Local Initiative**
- **+** Commercial Plan
- = 2-plan model

Offers
Consumer
CHOICE of...

Health Plan Doctor or Med Group Office or Clinic Set Appt. or Walk-in Hospital **Services**



Your Inland

Empire Health Plan

Not-for-Profit

Mission-driven



Locally focused <u>and</u> community-oriented

Public Entity



Our Approach

to Disability

















- Prevent/lessen effects of secondary conditions
- Early detection and treatment/intervention
- Ensure access to quality care
- Work toward universal access







Guidance from

Our Members















Meaningful feedback and recommendations

- Health Care Services
- Educational Priorities
- Communication Needs
- Service coordination
- Access to Services







Guidance from Our Community

















Working together to build healthier, stronger communities

Numerous collaborations to enhance health and wellness options





Collaborations



















Partner with disability & senior organizations

- Advise on issues
- Provide training
- Ensure cultural competence (alt. formats, bus stops, interpreters...)

- Inland Empire
 Disabilities
 Collaborative
 75⁺ agencies
- Sponsor events
- Outreach/education
- Serve on community boards, task forces, etc.



Independent Living

& Olmstead

















Rolling Start, Inc.

Independent Living Center

Serving San Bernardino, Inyo and Mono Counties



- Partnering with ILCs:
 - LIVING WELL with a Disability
 - Mentoring on OPTIONS transitioning
- Chief Marketing Officer on Olmstead
 Advisory Committee





Enhanced FSR

















Publish semi-annual Doctor Directory with office access ratings



Example:



Acme Medical Group Valley Associates Websters Group Care



Spanish Greek Thai



8:00-5:00 M-F 8:00-8:00 M-F 8:00-6:00 M-F



87

119

B L R

The meaning of each accessibility code is described in the chart below:

Code	Accessible Parking	Access: Parking to Building	Access: Building, Including Doctor's Office	Adjustable Exam Table
B — Basic Access	Yes	Yes	Yes	Yes
L - Limited Access	Yes	Yes	Partia	Call
R – Requires Assistance	Call	Call	Call	Call



Transportation















- Non-emergency, medically-necessary transportation
- Doctor Directory includes:
 - Transit providers
 - ▶ Bus routes & stops closest to doctors' offices

ST	OP CX	>	CALLE / STREET	STOP
1 2 3	RTA 1	Inbound	Magnolia	Hoover
	RTA 1 RTA 1	Inbound Outbound	Magnolia Magnolia	Jackson Jackson
	RTA 1 & RTA 15 RTA 1 & RTA 15	Inbound Outbound	14th 14th	Magnolia Magnolia
4	RTA 1 to Corona RTA 1 to Galleria RTA 1 to UCR RTA 1 to Downtown	Inbound Outbound Inbound Outbound	Magnolia Magnolia Magnolia Magnolia	Sherman Sherman Jackson Jackson







Disability Competency















GET MORE
Out of Your
Medi-Cal

- Disability Staff
- IEHP University
- Online Resource Center
- C&L Task Force
- Newsletters
- Fact Sheets
- Ongoing team training



Keep Healthier During Your Work-Week

You spend most of your time at work. Finding time to incorporate ways to keep beaffire can be a challenge. Have you noticed you've gained a little weight land? Do your meaches get time during work? Do your named on a note challenge or other fathering made on the lab! Do well.



2004 IEHP HEDIS® Results Are In

The Health Flan Employer Data and Information Set (HEDCSP) is the most widely one of performance measure in the managed one industry. Developed and maintained by Mational Committee for Quality Assurance (PACQA), HEDCSP in part of an integrated system to establish accountability in managed case.

IBDF follows urich HEDDS guidelines in oraving a sample population for each study conducted. Eighbilty and/or encounter data is used to center a population of Memb who meet the eighbilty and age requirement. A statistically solid sample is then selected from this population.

Date collection legion with queries of the encounter date substituted by your 10% or content date substituted by your 10% or content date of the content date of the required visit, set, or premajorist during the decisions of the required visit, set, or premajorist during the production of the required visit, set, or premajorist during the production of the required visit set, or premajorist date of the required visit, set, or premajorist date of the required visit set, or premajorist date of the recurrency of the recurre

According to DHS recommendations for improving performance on Half with recommendation of the decrease in non-conpliance for each measure during the next reporting year. EIDF 9 Quality Management Committee has developed Corrective Action Plans (CAPs) to improve the quality of care Members receive as reflected by these HEDIS® rates.

HEDIS® Results Soar

#3 In The State... You and Your Colleague Should Be Very Proud!

This year we collected data for 20 HEDGS* manusars in the areas of Effectiveness of Caro. Accord/walability of Caro. and the of Services. ISHP scored in the 75th percentile or above in 17 measures with 14 of those manusars neaching the 90th percentile board on NCQA standard scoring adjustments. The results reflect the high quality of care you are

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Accessible Communication





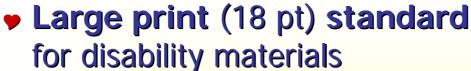


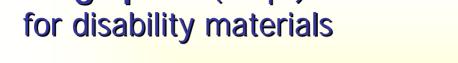












- Alternate formats
- Bilingual, accessible website
- Sign language interpreters
- Toll-Free TTYs
- Wellness Audio Library







Access to Care



- Friendly, Bilingual Member Services Representatives
- Nurses RNs and LVNs
- Personalized and Comprehensive Care Coordination
- 24-Hour Nurse Advice Line
- Urgent care





Z

ZI



Getting Medication









No monthly limits



Pharmacies with home delivery



Prescription by mail program



Non-formulary requests processed within 24 business hours









Health & Wellness

















Education Programs

- Asthma
- Weight Management
- Stop Smoking
- Diabetes
- Healthy Heart
- Blood Pressure ... and more
- Pain Management Program
- Wheelchair Seating Clinic
- Living Well with a Disability





Education







The "Raby Blu

Not sleeping











When it comes to your health...

No one knows your health care needs better than you! We're happy to work with you, your doctor, or your specialist to make sure you get the health care you need, but you decide:

How much help you want

How often you want help
 What kind of help you want

What kind of help you want
 When you don't need any
more help

As an IEHP Member, you can access many services that save you time and energy, so you can live a better, more independent life!

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Marie Bally

GET MORE
Out Of Life!

Join our Living Well with a Disability Program for a healthier and happier you!

Get a new outlook on what you can do, and the know-how to get it done.

A New Class starts in May! To Enroll, Call Rolling Start at (909) 884-2129 Voice (909) 884-7396 TTY

Para un beletin en Español. Ilana Servicios para Miambros de IENP (900) 150 de 1777 Velca Disability-Specific News in accessAbility and Pulse

- Health issues and tips
- Wellness programs







Contact

















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